

MONTANA STATE LIBRARY

S
027.662
L8pla
1989



MONTANA STATE LIBRARY
PATIENTS' LIBRARY
MONTANA STATE HOSPITAL

1989 ANNUAL REPORT

Prepared for:

THE MONTANA STATE LIBRARY COMMISSION

RICHARD MILLER
STATE LIBRARIAN
MONTANA STATE LIBRARY

BARBARA RIDGWAY
INSTITUTIONAL LIBRARY CONSULTANT
MONTANA STATE LIBRARY

Prepared by:

Maureen Berg
Librarian
Patients' Library
Montana State Hospital

SERVICES

The Patients' Library was made possible with Federal Library Services and Construction Act funds and first opened in 1969. At the time the library opened there were over 2000 patients residing at Montana State Hospital (MSH). Today MSH operates as a state mental hospital at two sites, Galen and Warm Springs. Total population now currently averages about 500 (approximately 290 patients are at Warm Springs) and the hospital is staffed by over 700 employees. The state prison for women, the Women's Correctional Center, was added to the campus in 1981 by renovating a former nurses' dorm.

The library is administered by the Montana State Library and operates as a complete library within the grounds of Montana State Hospital. The library serves Montana State Hospital patients, hospital staff, the Women's Correctional Center, WCC staff and the families of staff members.

The library provides several direct services to the patrons of Montana State Hospital through the following locations:

1. The **Patients' Library** is located in the multi-purpose building on the Warm Springs campus. It consists of a main room, a music room and an outdoor patio. As a patient library, the library operates as a public library with more general-interest items than medical items. The library offers a solid collection in the nonfiction and fiction areas as well as a large collection of self-help and psychology books, record albums, games and puzzles, reference items, vertical file and information resources.

- a. Hours: open 30 hours per week

- b. Patrons: 30-50 per day served

2. A program that was reinstated in 1989 was the reading program at **Spratt 219**, the elderly treatment ward on the campus. The librarian begins each program with readings of current events from a popular magazine and discusses each article. Then the librarian reads from a fiction or relevant nonfiction selection for the remainder of the time. In the fall of 1989, the Patients' Library acquired several kits from the Bi-folkal Productions. These kits incorporate the use of the senses through cassette tapes, slides and mementos to touch. Although they will be used in 1990, the addition of these kits was a tremendous asset to the reading program at Spratt.

- a. Hours: one hour per week

- B. Patrons: averages 20 per reading session

3. Another service the Patients' Library provides is a **Forensic Library**. The Forensic building was opened in September of 1988 as the maximum security unit for the hospital. Patients stay in this building for security reasons. Patients requiring court-ordered evaluations or closer supervision and evaluation than is available on the wards reside here. Because of the security designation, patients are confined to the building and also to their respective wards on Forensic. In 1989 the Forensic library underwent a major change in collection. In the past the books were on loan from the Patients' Library and many were lost or destroyed. In 1989 the books in the Forensic library were replaced entirely with both fiction and non-fiction donations. In addition, patients may request any items from the Patients' Library and their requests are filled within 24 hours.

- a. Hours: 5 hours per week, one of those on Maximum unit
- b. Patrons: An average of 30 residents per week

4. The library also provides service to the **Women's Correctional Center**. A book cart was rotated every three months and handled at the prison by a inmate library worker. Approximately 40-50 fiction and nonfiction books were circulated on each book cart. The Women's Correctional Center also brought a group over every two-four weeks to check out books in person. In 1989 the Women's Correctional Center opened an expansion unit on the Warm Springs Campus. The Patients' Library provided donated books for a permanent book cart on the unit. At the end of the year, the Patients' Library was providing library service on a request basis to the inmates on this unit.

- a. Hours: continuous
- b. Patrons: 56 total (Approx. 25% of the population has direct access to the Patients' Library)

5. The librarian monitors several book carts, including one on **Spratt**. Spratt books are loaned from the Patients' Library and are changed approximately every six months. The books include travelogues, large print, short story and popular fiction selection.

- a. Hours: continuous
- b. Patrons: 50 on two wards

6. The book cart on **Intake** is changed about every four months. The 20 patients on Intake spend two weeks on the unit before they are placed within the hospital. Although they are restricted to that unit, they are served through the book cart, phone requests and sponsored visits to the library.

- a. Hours: continuous
- b. Patrons: 20 total

7. Book carts on the **Treatment Units** are stocked with donated books as patients in those buildings have access to the main library. These books are checked periodically and changed among the wards so that there is different reading material available.

a. Hours: continuous

b. Patrons: 150 on seven wards

IN-SERVICE TRAINING

Both Montana State Library and Montana State Hospital provide ongoing training for their employees. The State Library helped sponsor workshops and conferences on library issues, and the Montana State Hospital offered many workshops on mental health issues. The librarian was able to attend several training programs through each agency.

1. January 12, 1989. **Orientation of new employees**, Staff Development, Montana State Hospital, Warm Springs. The orientation is held every few months as new training classes start at the hospital. Hospital policies, procedures and an overview of major mental illnesses are presented.

2. April 26-29, 1989. **Montana Library Association annual conference** at the Sheraton Hotel in Billings. Sessions attended included topics such as censorship, collection development and use of non-traditional literature sources in the library.

3. June 19-22, 1989. **Montana State Library Reference Institute** in Helena. Workshops attended included sessions on general reference information, federal and state documents and state law library and legal information.

4. August, 1989. **Mandt System training**, staff development, Montana State Hospital, Warm Springs. This is a nationally recognized program for workers dealing with aggressive and non-aggressive persons in institutional settings. Techniques in physical and non-physical intervention in crisis situations were practiced and performed within the training group.

5. December, 1988. **Schizophrenia and the Dually-diagnosed Personality**, Ray Lappin, Montana State Hospital, Warm Springs. This was an overview of the illness, how it affects people and how it is treated.

DONATIONS--BOOKS

The Library received several large book donations in 1989. Two donors from Butte gave approximately 200 paperback fiction novels and two staff members also made several large donations throughout the year. On a smaller scale, several patients donated books to the library. Seventeen of those books were specifically donated to the Forensic library and were placed in that collection.

A total of 228 donated books were processed into the collection. Of those, 188 were put in the Forensic library collection, and this enabled the library to stock the Forensic library completely with donated items. Another 37 paperbacks were donated to the Women's Correctional Center. This did not diminish the Patients' Library Collection in any way as the books were from incomplete series, or duplicates of books in the Main and Forensic Library collections.

INMATE SUPPORT STATISTICS

On September 18, 1989 the on-the-job-training program with Women's Correctional Center employees was reinstated. Inmates and patients had worked in the Patients' Library at Warm Springs in the past, but due to personnel changes there had not been a library worker for several months. One inmate worker contributed 15 hours per week for a total of 225 hours in 1989. The wages were paid by the employment program at no extra cost to the Patients' Library.

The inmate worker performed the following tasks:

1. filing books and catalogue cards,
2. cataloging and processing new acquisitions,
3. monitoring circulation through check-out, check-in and book request procedures,
4. miscellaneous duties such as organizing albums, composing and typing correspondence and assisting patrons.

The inmate benefits by learning skills that make that her more employable when she is ready to leave the institution. The arrangement with WCC is beneficial to the Patients' Library as an inmate is long-term and the worker can be trained to do more complex and comprehensive tasks.

PERIODICALS

Each year the Montana State Hospital budgets for newspapers and periodicals at the Patients' Library. In FY 1988-89 the amount allocated was \$897.00. This amount covered renewals of most periodicals and the rising costs of newspapers, but left the library unable to renew several publications. However, in the spring money left over in the general fund was added to the periodicals budget and the total spent was \$973.74 as approved by Ceil Sigle of Montana State Hospital.

The Montana State Hospital budget for periodicals has not kept pace with inflation as the budget allocated for FY 1989-90 was \$924.00. This amount was spent by the end of 1989. One new subscription was added to replace a title duplicated by a donation. Due to insufficient funds two subscriptions were not renewed. In 1989 the costs of all of the major newspapers in Montana rose substantially; the Billings Gazette alone increased in price by \$42. The Missoulian increased by \$15.00, the Great Falls Tribune by \$17, and the Helena Independent Record by \$3.00.

The following statistics emphasize the need for adequate budgeting:

<u>FISCAL</u> <u>YEAR</u>	<u>AMOUNT</u> <u>BUDGETED</u>	<u>AMOUNT</u> <u>SPENT</u>	<u># OF</u> <u>PAPERS</u>	<u># OF</u> <u>MAGAZINES</u>
89/90	\$924.00	\$1006.29	5	14
88/89	\$897.00	\$973.74	5	15
87/88	\$996.00	\$1006.65	6*	13
86/87	\$1011.00	\$735**	**	**
85/86	\$1435.00	\$1347.75	**	**
84/85	\$1012.00	\$1012.00	6*	23
83/84	\$1078.00	\$1078.00	6*	34
82/83	\$961.00	\$960.28	4	27
81/82	\$961.00	\$959.16	6*	35
80/81	\$738.00	\$738.30	**	**

* This includes a subscription to USA Today, a daily national paper. The library presently does not have a national paper.

**Information not available--incomplete financial reports

The following newspaper subscriptions are donated:

1. Montana Standard	7. Roundup Record-Tribune
2. Bozeman Chronicle	8. Tobacco Valley News
3. Anaconda Leader	9. Plentywood Herald
4. Christian Science Monitor	10. Fairfield Times
5. Whitefish Pilot	11. Independent-Enterprise
6. Kalispell News	12. Boulder Monitor

The following magazine subscriptions are donated:

1. Reader's Digest	5. Ideals
2. National Geographic	6. Guideposts
3. US News & World Report	7. Montana Farmer-Stockman
4. Time	

SPECIAL PROMOTIONS

The Patients' Library held several special promotions during 1989 in an effort to generate interest in the library and encourage new patrons to take a look at the library. Contests are well received and patients look forward to them. The following events were conducted during 1989.

1. The annual **Patients' Library Poetry Contest** is held every April in conjunction with National Library Week. Patients may submit an original poem, prose item or other literary work. The entries are judged by a panel of employees, usually from the rehabilitation department. In 1989, there were eight entries which came from four different wards on campus. The prizes of the contest were as follows: \$20 for first place, \$15 for second place and \$10 for third place. The money for the prizes came from a special contribution to the library earmarked for that purpose by the donor.

2. In June a **"Spring Cleaning Contest"** was held to weed old books and record albums. The first person in the library every day from June 13-15 won a library book bag and every patron could register for prizes. First prize was a "Love my Library" mug, second prize was a library logo note pad and pen and third prize was a "Make a Book Date" button. Over 50 entries were received. The giveaway was a success as 28 albums were given away and 20 books found new owners. Prizes for this event were provided by a donation.

3. In October a **Halloween** contest was held. Patrons had to guess the number of candy pumpkins in a jar the week before Halloween. The total number of entries was 22, and there were three prizes given. First prize was a library logo note pad and two pens, second prize was a library note pad and third prize was a library carry bag.

4. An ongoing award is given for patients who return **lost books**. Any patient who returns a lost book (one that is not currently in the circulation file and belongs to the Patients' Library) is given a pen with a library logo on it.

5. During the year the library also focuses on a **monthly theme**. This practice was started in July 1989 with the theme of United States Independence. Books on founding fathers and our constitution were highlighted and the hall bulletin board carried that theme. Other themes were as follows:

1. August--Back to School and career choices
2. September--new books (The purchasing and processing of new books were just completed.)
3. October--horror (Steven King, Frankenstein, Dracula, etc.)
4. November--Remembering Your Heritage
5. December--Christmas Around the World

PUBLIC RELATIONS

Every year the librarian is asked to participate in several hospital-wide activities scheduled for patients. In assisting with the activities, the librarian has been able to establish a network of colleagues throughout the grounds and promote the library to hospital staff. During these times the library is closed so the librarian can assist the staff. Because there are so many patients involved, there are very few patrons in the library at those times.

The hospital has several events which are scheduled from year to year and are greatly attended by staff and patients:

1. In May of every year, patients and staff put on an **art show**. Many items are made throughout the year and are put up for sale at the art show. At the 1989 art show, the Patients library put up a booth showing new records and books, and gave away free bookmarks with a library theme.

2. In the fall the rehabilitation staff stages a one-day **carnival**. In 1989, the librarian put up booths and decorated, staffed a food booth and helped run several contests.

3. The hospital also makes a **haunted house** in the gym each fall. In 1989, the librarian helped plan the skit and music and used the WLN Lasercat to find sources. During the haunted house day, the librarian helped organize groups as they went through.

4. Every year during the Christmas season, the rehabilitation staff puts on a **variety show**. Individuals as well as ward groups show off song, dance and other talents. In 1989, the librarian contributed some of the material for the emcees, and served refreshments after the show to patients and staff.

5. The last working day before Christmas, the staff goes **Christmas caroling**. This is a good chance to visit patients on closed wards and also meet staff that are in supplementary services, such as the laundry. Many patients who are confined because of health or security reasons look forward to this annual event.

6. Throughout the year the staff sponsors **dances** and the librarian often is asked to help keep track of patients and to serve patients refreshments.

7. During Christmas a local **bell choir** has become an annual event and the librarian set up and served refreshments at this activity in 1989.

8. During **holiday seasons** the librarian is often asked to supply materials or record albums to staff for ward activities. In 1989 the librarian was asked for materials for Valentine's, St. Pat's, Mothers' and Fathers' Days, the Fourth of July, Fall, Halloween, Thanksgiving and Christmas.

SUMMARY OF YEAR-END STATISTICS

The statistics at the Patients' Library are affected by several circumstances. Although the LaserCat was obtained in the fall, greater usage of library materials and interlibrary loans is not reflected due to the holidays. Many patients go on home visits at Thanksgiving and Christmas time, and therefore do not use the library as often at those times. There is a similar reason for an increase in use by employee children in the summer; that is when they are out of school.

At the Women's Correctional Center (WCC) usage dropped dramatically in July. This does not point to a drop in services but to changes at that facility. At that time the Center was severely overcrowded and the staff could not find time to bring over groups of inmates as they did in previous months. The overcrowding caused discipline problems and several minimum custody inmates who had grounds privileges lost them and they could no longer visit the library on their own. Also the recreational director was promoted in the fall and as his position remained unfilled, there was no staff to bring inmates over. In November conditions improved somewhat and there was an increase in individuals and groups who came to the library.

There are several items that need to be explained in the category of books sent to closed wards. The Forensic library used many items from the Patients' Library in the first part of the year. By June, however, the librarian was able to create a collection based on donations and the books in the Forensic library then belonged exclusively to that library. In the latter months of the year, there were still several requests per month for books that were not in the Forensic collection.

The WCC has a book cart that rotates approximately every three months. This is reflected in the large number of books sent over in March, June, September and December. However, in September of 1989, a WCC inmate started on-the-job-training in the Patients' Library. She was able to field requests directly from other inmates and this is reflected in the September through December increases.

Spratt 219 has a rotating book cart and this is changed every four to six months. Their book cart was stocked in July. Although this seems like a small amount for 50 patrons, Spratt patients have other services available to them. Some of the patients come to the library personally in groups or as individuals. The librarian runs a weekly reading program at the unit. And many patients have library cards and check out books. The staff uses the book cart mainly to read to patrons who can no longer read themselves.

The record albums that are loaned are a small percentage of the number that is actually in the collection (several hundred). Only certain records are available for circulation (approximately 20%). This is due to the high cost of replacement for albums. New albums disappear quickly when loaned to patients, and so only older records or duplicates are loaned.

Patients' Library*
1989 YEAR-END STATISTICS

	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
<u>CHECKOUT</u>													
NONFICTION	29	24	28	26	37	38	26	22	26	42	44	70	412
FICTION	67	60	56	52	74	70	22	39	31	67	53	78	669
JUV. FIC.	--	--	1	--	--	1	2	4	--	1	7	4	20
RECORDS	12	--	5	14	3	1	2	4	12	15	1	13	82
CATALOGS	3	2	--	1	2	--	1	--	--	4	5	8	26
ARTWORK	--	--	--	--	--	--	--	--	--	--	--	1	1
GAMES/ PUZZLES	--	--	--	--	--	--	--	--	--	--	1	--	1
BOOKS--													
CLOSED													
<u>WARDS</u>													
FORENSIC	32	42	76	67	56	--	5	--	--	6	8	9	301
WCC	--	--	52	4	--	47	--	7	55	7	52	60	284
SPRATT	--	--	--	--	--	--	31	--	--	--	--	--	31
<u>USERS</u>													
PATIENTS	507	379	587	616	632	410	353	546	350	395	423	340	5538
EMPLOYEES	45	48	77	66	77	40	30	40	34	41	46	62	606
WCC	25	18	48	60	51	47	2	8	5	1	40	16	321
EMP. CH.	--	--	1	--	--	5	10	15	--	2	--	--	33
PUBLIC	--	--	1	--	1	--	--	--	--	--	--	--	1
<u>ACTIVITY</u>													
MUSIC	202	198	380	527	365	273	226	360	200	243	244	240	3458
PAPERS/ MAGAZINES	N/A	N/A	N/A	223	255	172	123	190	158	171	146	101	1539
<u>REFERENCE</u>													
ANS. HERE	6	3	12	8	9	4	4	3	3	2	3	6	63
MSL REF #	1	--	6	1	1	--	2	--	2	2	2	8	25
PHONE REQ.	--	--	1	3	2	2	--	3	1	--	1	--	13

* Figures do not include books checked out of Forensics or books circulated to wards on book carts.

INTERLIBRARY LOAN STATISTICS-1989

In looking over the totals for interlibrary loans, it is encouraging to note that the staff at Montana State Hospital (MSH) had the greatest usage. Although it seems that Montana State Library (MSL) had a huge number of loan requests, many of the items were periodical article requests. Before LaserCat, the librarian sent periodical requests to MSL, and the MSL staff directed them to the appropriate libraries. Also, many new items could not be found on the WLN microfiche, as that was updated yearly, and LaserCat is updated quarterly. Therefore, items that the librarian could not find on the microfiche were passed on to the MSL staff. With the addition of LaserCat in the Patients' Library, these statistics should change dramatically.

WCC inmates constituted the next largest group of interlibrary loan users. Obviously, the service provided by the Patients' Library to that institution is greatly needed. Many of the items requested related specifically to prison literature or job training programs.

Although the Forensic unit has a small percentage of the total population, a large number of requests came from that unit. Most of the requests were for the State Law Library, and originated from a single patient who is preparing a case for the courts.

The patients were the next smallest group of users, but the interlibrary loan number represents those books or selections that could not be filled from the Patients' Library. Interlibrary loan requests were generally for very specific or technical information that could not be found here, or for new items that were not yet a part of the Patients' Library collection.

The last group of users is the WCC staff. Most of these requests were from the teacher at WCC, who needed specific items for his lessons. Often these were literature items or periodical articles related to subject matter taught at the Center.

PERIOD	Jan-Dec, 1989
--------	---------------

[illegible]

